



Become  
**IT Support Engineer (All Gender) Cloud Technology**  
Our Chief Information Office (CIO) in Hamburg is waiting for you.

We believe your interests to be equally important as the ones of your team. This is why you can achieve even more with us. Sounds good? Then you are just right with us.

### Our promise

We help people move forward every day. We encourage you to develop your own ideas and offer an open company culture where everyone respects each other irrespective of hierarchy. You'll meet a variety of different people, living our values all day every day to do the best we can with integrity and excellence for our customers and stakeholders. Join our team for a diverse working experience and bring your personal contribution to our brand.

### Your Part

- Work closely with architects, project- and service managers to design new solutions that match the demand of Project Teams and fit into the existing landscape
- Be part of the Build Team to create, maintain and expand our infrastructure
- Support the daily operation of our systems
- Ensure availability according to agreed SLAs
- Execute regular as well as ad-hoc patching and maintenance activities
- Help to investigate and resolve issues and incidents
- Monitor, supervise and administer the health status of our systems
- Perform capacity management
- Work on improvements and automation of processes
- Have a special focus on application and components developed for and hosted on cloud solutions

## What you're made of

- At least 2 years of working experience as IT Support Engineer for handling in service support of IT and project management
- Self-motivated, positive attitude and stress resilient
- Service and user oriented personality
- Be able to balance service to the user and processes and priorities
- Ability to analyse complex technical setups to provide detailed technical subject matter expertise
- Ability to work under pressure and have a steep learning curve
- Fluent in English, German would be beneficial

## IT Know-how

- Experience in managing UNIX systems
- Install and configure Linux Systems
- Perform Linux maintenance and backup and restore tasks
- Monitor Linux performance
- Provide technical support and guidance
- Experience in cloud technology (public, private, hybrid)
- Experience in mid- or big size storage, virtualisation and network environments
- Knowledge and experience in compliance requirements, technical requirements and IT risk & security framework
- Knowledge of SCCM 2007/2012
- Knowledge of Active Directory and MS SQL
- Experience in Storage (EMC VNX/Isilon), Cisco Network and/or VMware Administration
- Strong experience on maintaining and administrating server landscapes
- Data Analysis (handling large amounts of data, grouping, analysing changes over time, help define priorities, create and submit reports to central teams)

## About us

We're not an average bank. We're Barclaycard: modern, diverse and digitally minded. As one of the country's leading credit institutions, we have over 700 employees based in Hamburg. For the past 25 years, we have been offering our customers flexible payment options and helpful financing solutions that have resulted in over 1 million customers.

## Interested? Perfect

Send us your application with your resume and a cover letter with your salary expectations and earliest starting date to [karriereaussichten@barclaycard.de](mailto:karriereaussichten@barclaycard.de), quoting reference 64/2020.